

LAKE HAVASU CITY, ARIZONA

CLASS SPECIFICATION

CLASS TITLE: Public Safety Dispatcher Lead

BAND	GRADE	
NE	620	
DEPARTMENT: Police	ACCOUNTABLE TO: Public Safety Dispatch Supervisor	FLSA STATUS: Non-Exempt
CLASS SUMMARY: Incumbent is responsible for performing lead functions in the public safety dispatch center in addition to performing all duties of a dispatcher. Duties include: scheduling, assigning, and monitoring the work of dispatchers; training employees on proper methods and procedures; answering 9-1-1 calls; receiving, prioritizing, evaluating and dispatching emergency and non-emergency calls for service; performing criminal history, plate and drivers license checks; teletyping documents to other agencies; communicating with emergency personnel via radio or phone to dispatch information; monitoring security panels and cameras, the jail and holding cells; operating the jail and door control panel; and receiving, evaluating and distributing teletype messages.		
DISTINGUISHING CHARACTERISTICS: This is the second level of a three level public safety dispatcher series. The Public Safety Dispatcher Lead is distinguished from the Public Safety Dispatcher by its lead responsibilities. It is further distinguished from the Public Safety Dispatcher Supervisor in that the Supervisor has full supervisory responsibilities to include conducting and signing employee performance evaluations.		

DUTY NO.	ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary. The job description does not constitute an employment agreement between the employee and the City and is subject to change as needs and job requirements change.)	FREQUENCY	
1.	Performs lead worker activities with police department dispatcher personnel to include scheduling, assigning and monitoring work, and training employees on proper methods and procedures.	Daily	
2.	Monitors and participates in receiving, prioritizing and evaluating calls for emergency and non-emergency service; dispatches appropriate personnel, and assigns report numbers.	Daily	
3.	Resolves minor problems and complaints in the communications center.	Weekly	
4.	Accesses the state computer for performing criminal history, plate and driver license checks.	Daily	

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5.	Communicates with emergency personnel via radio or phone; dispatches information.	Daily	
6.	Receives and distributes teletype messages and forwards documents to other agencies.	Daily	
7.	Monitors the office and jail by monitoring security panels and cameras, the jail and holding cells; operates the jail and door control panel.	Daily	
8.	Enters data into computer system including missing person and stolen property information.	Daily	
9.	Performs other duties of a similar nature or level.	As Required	

Knowledge (position requirements at entry):

Knowledge of:

- Police department policies and procedures;
- Functions and resources of a police department, fire department, rescue squad, ambulance service, public works, utilities and other public safety departments or organizations;
- Emergency Medical Dispatch System.

Skills (position requirements at entry):

Skill in:

- Training, scheduling and assigning work;
- Evaluating emergency situations and making decisions under pressure;
- Operating various communications and computer equipment such as radios and telephones and related software applications;
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

Training and Experience (position requirements at entry):

- High School Diploma or General Equivalency Diploma (G.E.D.) and three years of experience in receiving and dispatching emergency and non-emergency calls for assistance; or, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

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Licensing Requirements (position requirements at entry):

Position requires:

- Arizona Criminal Justice System (ACJIS) Level A Certification;
- Telephone Communication Device for the Deaf (TDD) Certification;
- Emergency Medical Dispatching (EMD) Certification;
- Association of Public Safety Communication Officials (APCO) Certification.

Physical Requirements:

Positions in this class typically require: sitting, fingering, talking, hearing, seeing and repetitive motions.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

Classification History:

Draft prepared by Human Resources (skm)

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